Contacting John Hancock

With John Hancock, you'll find simple suggestions to help you in your journey to retirement. Contact us to access your account 24 hours per day, seven days per week.

Online

myplan.johnhancock.com
Log in to check out the personalized retirement planner tool. It's a unique and meaningful way to help you plan for your retirement.

Take action! Be sure to bookmark **myplan.johnhancock.com**

Mobile device

Download John Hancock's retirement app for your iOS or Android device. Enroll in the retirement plan, and view your account balance, asset allocation, and personal rate of return.

Consolidate your accounts

877-525-7655
If you have other accounts that you'd like to combine, we can handle the details—at no additional cost to you. Get started by speaking to a John Hancock specialist, available Monday through Friday, from 8:30 A.M. to 7:00 P.M., Eastern time.[1]

Changing jobs or retiring?

888-695-4472
Our team of specialists will review your options with you and help you make a choice that reflects your financial needs. Our team is available Monday through Friday, from 8:30 A.M. to 7:00 P.M., Eastern time.[2]

Access your retirement savings plan at any time, from anywhere

Download John Hancock's retirement app today.

GET THE APP

Need help registering?
Follow these easy steps to get started now.

Before registering online, click **Account security**, located at the bottom of the login page, and learn safeguards to help properly set up a secure online account and profile.

At **myplan.johnhancock.com** or on John Hancock's retirement app, click **Register now**.

1	Tell us about yourself	Enter your last name, Social Security number, and date of birth. Then, click **Continue**. Next, you'll need your contract number.
2	Create your username and password	You'll also enter your email address and mobile phone number. Then, click **Continue**.
3	Choose your challenge questions and answers	These will be used to help verify your identity, should you forget your password. Click **Continue**.

Confirm your information, and you're registered.

If you're joining for the first time, click **Enroll now**. For future visits, you'll need your username and password to access your account. If you ever forget it, you can click **Forgot your username or password?** from the login page.

First visit?

Registering is easy! You'll need your contract number.

Joining your plan for the first time?

You'll also need your enrollment access number.

Your future is important, and planning for your retirement is part of it. **Get started, and register today.**

1 Rollovers are available for plans using John Hancock's Consolidation Services; rollovers are subject to the provisions of a company's plan. As other options are available, such as leaving it in your old plan, rolling over to an IRA, or cashing out. You are encouraged to review all of your options to determine if combining your retirement accounts is suitable for you. **2** There are advantages and disadvantages to all rollover options; you are encouraged to review your options to determine if staying in a retirement plan, rolling over to an IRA, or another option is best for you.

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